

OFFICE
OF
LOGISTICS

STEPS TO SUPERIOR SERVICE

Be courteous.

Develop a support ethic.

Treat people as special -- and mean it.

Stress "can do" instead of "can't do."

Look for solutions, or alternatives, to problems.

Be positive. Don't make excuses or pass the buck.

Develop a better understanding of your customer's needs.

Avoid making commitments with no basis--or promises you can't keep.

Give logical, realistic, credible, consistent reasons for actions.

Explain anything that affects your timeframes for providing support.

Help the customer develop requirements and plan steps in detail.

Visit, call, or send AIM messages instead of memos when you can.

Return telephone calls and AIM messages promptly.

Avoid saying "send me a piece of paper" until you know it's needed.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to improve your job performance.

Take pride in your job.